

Commonwealth of Massachusetts  
Department of Telecommunications and Energy  
Fitchburg Gas and Electric Light Company  
Docket No. D.T.E. 02-24/25  
Record Request Response

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**Record Request No.: DOER-RR-6 (Electric)**

Has FG&E moved a customer off of GD-2 and into either GD-3 or GD-1 because of their usage?

**Response:**

FG&E's Electric Division has moved customers off of a GD-2 rate into GD-3 or GD-1 rates. The two cases described below are common scenarios that result in moving a customer to a different rate class.

- a) For new accounts, customer usage is estimated based on information such as the type and size of equipment that will be used. Once the meter is set, the customer's account is set up on the rate class that best matches the estimated usage. These accounts are then closely monitored to determine if the customer is in the appropriate rate class based upon their actual usage. Therefore, the need to move a new customer from a GD-2 to either a GD-3 or GD-1 rate class would be based upon a discrepancy between the estimated and actual obtained readings.
- b) FG&E's Electric Division also performs automated annual rate reviews. A program is used to determine a list of customers that no longer meet the criteria for the rate class they are currently under. Typically a customer's usage will increase or decrease based upon a number of factors, including; a change in equipment (adding more equipment or eliminating equipment), or replacing existing equipment with more energy efficient equipment.

In the event that a change in rate class is required, FG&E's Electric Division will change the rate class effective on their last read date and bill under the new rate class on a going forward basis.

**Person Responsible:** Karen M. Asbury